



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

ROY COOPER
GOVERNOR

JAMES H. TROGDON, III
SECRETARY

DATE: December 15, 2017

TO: Join Legislative Transportation Oversight Committee

FROM: *for* T. M. Little, PE
Chief Engineer

SUBJECT: Citizen Action Request Report

DocuSigned by:
Robert Barron
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Pursuant to N.C.G.S. §136-18.05(b)(1), please find attached the Department's report on responsiveness to citizen-reported maintenance issues including potholes, drainage issues, guardrail repairs, damaged or missing signs, malfunctioning traffic lights, and shoulder damage which were identified in the previous month.

The Department of Transportation greatly appreciates the continuing support and assistance being provided by your Committee. Please let us know if additional information or clarification is needed.

TML/rlb

Attachments

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RALEIGH, NC 27699-1536

Action Request (AR) Completion Report

November, 2017

Statewide

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	416	294	16	106
	Guardrail Damage	65	52	4	9
	Pothole	546	435	97	14
	Shoulder Repair	235	181	15	39
Traffic	Signal Malfunction	255	211	28	16
	Signing	273	242	7	24
Total		1,790	1,415	167	208

Division 1

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	28	28	0	0
	Guardrail Damage	3	2	0	1
	Pothole	13	13	0	0
	Shoulder Repair	19	19	0	0
Traffic	Signal Malfunction	3	3	0	0
	Signing	9	9	0	0
Total		75	74	0	1

Division 2

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	22	16	0	6
	Guardrail Damage	2	2	0	0
	Pothole	70	64	5	1
	Shoulder Repair	17	15	0	2
Traffic	Signal Malfunction	5	5	0	0
	Signing	13	13	0	0
Total		129	115	5	9

Division 3

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	119	61	5	53
	Guardrail Damage	0	0	0	0
	Pothole	54	38	14	2
	Shoulder Repair	42	27	3	12
Traffic	Signal Malfunction	19	19	0	0
	Signing	17	17	0	0
Total		251	162	22	67

Division 4

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	36	22	2	12
	Guardrail Damage	5	1	2	2
	Pothole	16	16	0	0
	Shoulder Repair	24	14	3	7
Traffic	Signal Malfunction	3	3	0	0
	Signing	20	17	2	1
Total		104	73	9	22

Division 5

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	32	21	1	10
	Guardrail Damage	12	8	1	3
	Pothole	149	88	55	6
	Shoulder Repair	17	10	1	6
Traffic	Signal Malfunction	107	64	28	15
	Signing	39	15	3	21
Total		356	206	89	61

Division 6

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	34	27	4	3
	Guardrail Damage	4	2	0	2
	Pothole	27	18	8	1
	Shoulder Repair	52	38	7	7
Traffic	Signal Malfunction	12	12	0	0
	Signing	6	6	0	0
Total		135	103	19	13

Division 7

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	23	20	0	3
	Guardrail Damage	0	0	0	0
	Pothole	24	20	4	0
	Shoulder Repair	5	5	0	0
Traffic	Signal Malfunction	15	15	0	0
	Signing	14	14	0	0
Total		81	74	4	3

Division 8

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	21	19	0	2
	Guardrail Damage	13	12	1	0
	Pothole	15	15	0	0
	Shoulder Repair	16	15	0	1
Traffic	Signal Malfunction	3	3	0	0
	Signing	10	10	0	0
Total		78	74	1	3

Division 9

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	12	11	0	1
	Guardrail Damage	3	2	0	1
	Pothole	68	68	0	0
	Shoulder Repair	16	16	0	0
Traffic	Signal Malfunction	1	1	0	0
	Signing	18	17	1	0
Total		118	115	1	2

Division 10

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	16	6	3	7
	Guardrail Damage	0	0	0	0
	Pothole	36	25	9	2
	Shoulder Repair	7	2	1	4
Traffic	Signal Malfunction	59	58	0	1
	Signing	26	24	1	1
Total		144	115	14	15

Division 11

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	9	9	0	0
	Guardrail Damage	6	6	0	0
	Pothole	10	10	0	0
	Shoulder Repair	6	6	0	0
Traffic	Signal Malfunction	1	1	0	0
	Signing	57	56	0	1
Total		89	88	0	1

Division 12

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	12	12	0	0
	Guardrail Damage	1	1	0	0
	Pothole	26	26	0	0
	Shoulder Repair	6	6	0	0
Traffic	Signal Malfunction	15	15	0	0
	Signing	19	19	0	0
Total		79	79	0	0

Division 13

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	33	33	0	0
	Guardrail Damage	10	10	0	0
	Pothole	16	16	0	0
	Shoulder Repair	6	6	0	0
Traffic	Signal Malfunction	8	8	0	0
	Signing	17	17	0	0
Total		90	90	0	0

Division 14

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	19	9	1	9
	Guardrail Damage	6	6	0	0
	Pothole	22	18	2	2
	Shoulder Repair	2	2	0	0
Traffic	Signal Malfunction	4	4	0	0
	Signing	8	8	0	0
Total		61	47	3	11